



Department of Medical Assistance Services
600 East Broad Street, Suite 1300
Richmond, Virginia 23219

www.dmas.state.va.us

MEDICAID PROVIDER MANUAL UPDATE

TO: All providers of Hospice Services participating in the Virginia Medical Assistance Program, Managed Care Organizations providing services to Virginia Medicaid Recipients, and all holders of the *Hospice* Medicaid Provider Manual

UPDATE: HSPC-01-03

FROM: Patrick W. Finnerty, Director
Department of Medical Assistance Services

DATE: 7/23/2003

SUBJECT: Update to Second Edition of the *Hospice* Provider Manual

The purpose of this memorandum is to notify you of changes to Chapters IV, V, and VI of your provider manual. The attached table shows the changes to the manual. Please download the new pages to insert in your manual and retain the attached table.

Amendments to Chapter IV: (i) clarify that, from October 1, 2002, through September 30, 2004, a hospice provider may contract with another agency to provide registered nurse case managers if the hospice can demonstrate an extraordinary circumstance and such an exemption is granted by the state agency responsible for licensing and certification; (ii) describes the revised preauthorization process for hospice services; and (iii) update the information on the reconsideration and appeals processes.

Amendments to Chapter V: (i) provide contact information for questions concerning cost settlement issues; (ii) change the references from HCFA to CMS; (iii) provide revised billing instructions for completing the DMAS-30 and DMAS-31, effective upon implementation of the new MMIS (June 20, 2003); (iv) delete the DMAS-160 and DMAS-161 from the "Exhibits" section; and (v) provide a rate schedule in the "Exhibits" section

Amendments to Chapter VI: (i) update the information on the hospice admission process; (ii) clarify when and how the hospice must notify DMAS regarding a revocation or change in hospice benefits; (iii) emphasize that all categories of services provided must be documented in the recipients medical record; (iv) clarify what needs to be documented and included in the patient's medical record; and (v) provide updated copies of the CMS-1500, DMAS-420, DMAS 420A, DMAS-421, and a copy of the new DMAS-421A.

Please review these changes carefully.

COPIES OF MANUALS

DMAS publishes copies of its provider manuals and provider manual up-date transmittals on its website at www.dmas.state.va.us. The provider manuals and transmittals can be viewed on and printed from the website. The transmittals describe the updated materials and manual chapters and pages revised. For a list of updates, click on "up-date transmittals" in the "Provider Manuals" column. If you do not have access to the Internet, or would like a paper copy of a manual, you can order these by contacting Commonwealth-Martin at 804-780-0076. A fee will be charged for the printing and mailing of the manuals and manual updates requested.

"HELPLINE"

The "HELPLINE" is available Monday through Friday from 8:30 a.m. to 4:30 p.m., except State holidays, to answer questions. The "HELPLINE" numbers are:

786-6273	Richmond area
1-800-552-8627	All other areas

Please remember that the "HELPLINE" is for provider use only.

Attachment (1)

HOSPICE MANUAL
REVISION CHART
July 23, 2003

SUMMARY OF REVISIONS

MANUAL SECTION	MATERIAL REVISED	NEW PAGE NUMBER(S)	REVISED PAGE(S)	REVISION DATE
Chapter IV	Entire Chapter		Entire Chapter	7/23/03
Chapter V	Entire Chapter		Entire Chapter	7/23/03
Chapter VI	Entire Chapter		Entire Chapter	7/23/03

FILING INSTRUCTIONS

MANUAL SECTION	DISCARD	INSERT	OTHER INSTRUCTIONS
Chapter IV	Old Chapter	New Chapter	
Chapter V	Old Chapter	New Chapter	
Chapter VI	Old Chapter	New Chapter	